

# ISS Relocations



Passionate international squad,



delivering service excellence!

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Covering the Middle East & South Asia  
UAE (Dubai & Abu Dhabi)  
QATAR | OMAN | BAHRAIN | KUWAIT  
INDIA (Delhi, Mumbai, Chennai & Bangalore)

## Our Vision, Mission, Values & Corporate Culture

### Our Vision

- Recognized as a trailblazer in end-to-end relocation.
- Each member of team to be the vanguard of our business.
- Become your trustworthy logistics partner.

### Our Mission

- Easy to do business with best possible business service @ affordable price.

### Our Values

- Partnership approach to Our Business.
- Accountable for Our Decisions.
- In quest of continuous Improvements.
- Honesty & Integrity.

### Our Corporate Culture

- One company-team-goal.
- Teamwork to be winners.

Market leaders in the relocations industry, we employ a team of industry professionals fully focused on meeting all our business and domestic customers' need at the most competitive prices.

### A one-stop shop, we specialize in:

- International relocation.
- Sea (Loose container Load (LCL) / Full container Load (FCL) or Groupage.
- Origin and Destination service to AGENTS.
- Door to Door or Door to Port service.
- Mobility / Destination Service provider (DSP)
- Comprehensive insurance cover.
- Special handling of high value art effects.
- Local and Regional Relocation.
- Corporate and Office Relocation.
- Pet Relocations.
- Self-Storage.
- Long term storage (LTS).
- Storage – Normal and Air Conditioned.
- Fine Arts.
- Projects or Exhibition Cargo.

We are affiliated to Key Industry Associations, Business Councils & meet their & our own quality standards, providing the customer with the peace of mind they need.



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## About us...

### ISS Relocation LLC reborn! A standalone entity.

In 2018 The "Investment Corporation of Dubai" i.e. commonly known as ICD, the principal investment arm of the Government of Dubai announced the launch of ISS Global Forwarding, a wholly-owned subsidiary focused on end-to-end Supply Chain Logistics. The establishment of ISS Global Forwarding was the result of a strategic directive by the Government of Dubai to separate Inchcape Shipping Services Holding Ltd into two standalone companies with the aim of optimizing the growth potential, customer focus & core competencies of each, being marine services & Supply Chain Logistics. ISS Global Forwarding is headquartered in Dubai & operates out of the Dubai Airport Free Zone.

In July 2019 to be more specific & precisely with an intent to solidify the presence of "ISS Relocations" the relocations/removals business of the ISS Global forwarding enterprise in UAE, Oman, Qatar, Bahrain, Kuwait & in India was sold (including all assets & the globally well know team) to a private investor based out of UAE (CSS Group). This strategic decision was carried away to build the brand "ISS Relocations" as independent & more prominent with the next level of expansion in Middle East & South Asia. Primary goal by the CSS Group was to carve the division out from the parent company and create an independent brand to promote globally, looking into the future possibilities and past performance by the team. In the long term, the group plans to make the company as the utmost & ideal first choice for any individuals, corporates or agents looking for relocations / removals business related services.

## ISS (International Shipping Services) - Our Vision, Mission, Values & Corporate Culture

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## The team, support & logistics



## Office Moves...Business on The Move

**ISS Office Move** is a well-established service providing you with the benefit of our experience in this demanding field. We understand the need for planning, communication and close cooperation of your office move with all concerned parties. Timing is everything, and getting your office move right is critical to your business success. With our skill and expertise, you can be assured of a smooth, efficient and well-planned execution of your office move.

### When it comes to an office move, planning is everything:

- A pre-move consultation allows your staff to discuss their needs & concerns with our team.
- We will design a detailed schedule of your move, tailored to your business requirements.
- We will brief your staff about the schedule, ensuring that all understand their role in it.
- Our team of skilled packers and handlers headed by experienced supervisors will be assigned.
- Using high quality packing materials, your items will be packed & labelled with color coding to identify their location & department. Your coordinator can work with you to develop the best coding system for your requirements dependent on the size & complexity of your move.
- Using detailed floor plans we move furniture and effects to your new premises.

### We also help with:

- Specialist carpentry services to dismantle & re-install furniture and workstations.
- Specialist movers for safety vaults and fire-proof cabinets.
- Arrange for the move to take place out of office hours or at the weekend to ensure no interruption to your business.

### We offer additional services to support the transition:

**Storage** - ISS warehouse facilities have been specifically designed with purpose-built storage for office furniture, files, IT equipment, motor vehicles, etc., etc. Whether it is long term or short-term storage, our storage units, equipped with security and fire alarm systems, keep your office furniture and belongings completely safe.

**Insurance** - ISS covers all the possible risks associated with an office move. Whether you are relocating to another country, moving to a new city or just moving down the road, protect your office possessions from the moment packing commences right up to the time they are unpacked on arrival at your new location.

**Records Management** - ISS Relocations can help you manage and store your un-used office files & records with a proper labelled/boxed inventory in a retrievable secure storage facility.

**Disposal** - We also offer disposal services for any unwanted furniture, equipment, documents, files or other business items that you no longer require.



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## Step by step guide

It's important to us that you know what to expect from our relocation service and have a clear understanding of how each stage of the process works.



You will be sent a relocation pack which includes information about customs and other requirements.

2

On receipt of your name and contact details, our Move Coordinator will call you to schedule a pre-move meeting.

1

The consultation visits. The visit normally lasts 30-45 minutes. The consultant will leave you with a list of the items to be packed & shipped along with an estimate of the volume.

3

Our pricing team will contact you within 48 hours of the consultation visit to advise you of the best quote.

4

Our team of professional packers under the direction of their supervisor will pack your household effects & prepare an inventory.

6

Upon approval of our quotation (and with the order confirmation or LPO from your company) our move coordinator will schedule the pack dates or delivery.

5

Arrangement of Handyman service if required.

7

With the completion of packing or delivery our admin team arranges the invoice for payment.

8

We will ask you to complete a customer satisfaction survey, ensuring that we continue to provide the service that you want.

10

Your Move Coordinator will complete all documentation & let you have information about vessel schedules & expected custom clearance times.

9



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## Relocation of your family

### Destination Service Provider also known as "DSP" or Mobility Services

It is said that moving home is one of the most stressful events we undertake. Relocating to a new city or country brings its own set of challenges to look for new home, schools for kids and settling-in with the new place. We have experience and expertise in cities across the Middle East, South Asia and Africa region. We know the basics of the country, the people and the culture.

### ISS Relocations Personalized Service

We pride ourselves on offering a tailor-made service to fit your every need. With our expert local knowledge, we give you the perfect introduction to your new home-city and the inside know-how on the local 'do's and don'ts'. We assign you one of our friendly, knowledgeable relocation consultants who will work with you throughout your move. We will take care of the formalities. More than that, they will use their local knowledge to offer you a personal perspective on everything from choosing a neighborhood that suits your needs to renting a car; from choosing a school for your children to showing you where you can buy your groceries.

### Our complete relocation service includes:

- Pre-arrival and arrival formalities
- Home search
- School search
- Pet relocation
- Settling In services
- Departure Services

Individuals or Employee(s) will enjoy the benefits of our relocation service whilst we plan and execute, ensuring that your staff are able to focus on getting down to business. As an employer you can follow the relocation progress using your secure online login. And you can rest assured that the internationally renowned ISS professional standard is being upheld in all stages of the process.

## Family & Pets | Office & Business Relocations | Storage | Insurance



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## Relocation of your pets

**Pet Relocations** - Your pet is very much part of your family and nobody understands this better than us. When it comes to your pet relocation, you want the best just as you would for any family member. Our service will give that peace of mind.

Arranging flights using the pet-friendly service providers. Veterinary checks, vaccinations, quarantine. Preparing documentation, Govt. departments licenses, permits, flight kennel & coordinate quarantine etc. and collecting your pet from the port or airport on arrival and complete all customs formalities for safe delivery of your pet.

### Frequently Asked Questions

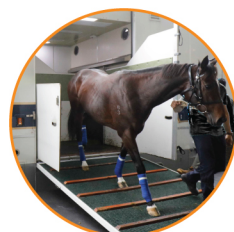
- Q1: How long will the moving process take?  
A1: This varies, it can take between 1 and 6 months depending on the import/export requirements of the countries
- Q2: What documentation will I need to move my pet?  
A2: Need up-to-date health certificates as a minimum. Some countries require your pet to have specific vaccinations.
- Q3: I've already travelled, but I had to leave my pet behind. What can I do now?  
A3: We can accommodate and take care of your pet until the formalities are in place and your animal is able to travel. We will keep you fully informed of your pet's progress always.
- Q4: Will my pet travel on the same flight as me?  
A4: We cannot guarantee this as countries have different regulations on the carriage of pets? Some airlines in the USA and Canada allow small pets, whilst other countries require that all animals, including pets, travel as cargo.
- Q5: Is it safe for my pet to travel as cargo?  
A5: Your pet gets to travel in an air-conditioned, specially pressurized cargo area designed kennel with enough space to move around. It's not recommended that your pet is fed during the flight, but they will have access to water.
- Q6: I've heard that pets can be sedated to travel. Should I consider this for my pet?  
A6: We do not recommend sedation. There can be side effects for your pet, not least amplified or distorted hearing which can make the experience of travelling traumatic.
- Q7: My pet is a big animal – can you still help?  
A7: The size of your pet is not a problem. We can make sure your pet travels in comfort however big.

### To process application, requires the following documentation:

- Your passport, including residence visa, where relevant, vaccination certificate and authorization letter
- The first page stating Name, Age, Species, Breed, Gender, Microchip etc.
- A vaccination record including product name, batch number and expiry date of the vaccination.

### Following documents must arrive with the animal:

- Original Health Certificate – this must be a government issued and signed health certificate in English. Please note that for European passports, signature of the "Clinical Examination" page at the back of the passport is not accepted. This Health Certificate must be issued within 10 days of travel.
- Original Vaccination Certificate, Certificate of Rabies Neutralization (where applicable) and import permit (we will send this to you).



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## Insurance

### Transit Insurance

An often-forgotten aspect of the moving process is Transit Insurance. When you move, make sure that your possessions are covered for any unforeseen difficulties in transit on road, sea or customs etc. Everything you need to help to insure your valuable goods and provided the comprehensive insurance protection plan we offer and cover. Professionally packed items are covered against loss, damage or theft from point of origin, including a period of incidental storage, right up to your final domicile.

### Main Exclusions to keep in mind, that are not covered by Transit Insurance:

#### Personal Effects & Motor Vehicles

- Wear and tear pre-existing damages.
- Loss, damage or expense caused by moth vermin and gradual deterioration.
- Loss or damage caused by delay or any consequential loss arising thereof.
- Electrical or mechanical derangement, unless caused by insured peril.
- Confiscation or detention by customs authorities.
- Trunk suitcases or similar items unless they are packed in an outer container.
- Bank, notes, shares bond, deeds, Jewelry, stamps/coin collections, securities, negotiable instruments.
- Loss or damage due to climatic/atmospheric conditions or extremes of temperatures (see special extensions to amend this exclusion).
- Consequential losses because of delay etc.

#### Motor Vehicles only

- Vehicles exceeding 10 years of age.
- Rust oxidation and discoloration unless caused by direct contact with sea water.
- Any loss or damage to the Insured vehicle whilst it is on tow or under its own power, unless whilst being driven onto or off the vessel or into or out of the shipping container.
- Freezing of water in the radiator and/or cooling system.
- All liabilities to third parties howsoever caused.
- Loss of parts, tool kits and radios unless lost with the complete vehicle.

#### Disclaimer

This leaflet provides only summary information about coverage. Full details of terms, coverage, condition and exclusions are contained in the policy available from Insurer.

### Family & Pets | Office & Business Relocations | Storage | Insurance



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## Storage

With our world class reputation, it goes without saying that our self-storage units will keep your belongings safe, clean and dry. We also ensure your peace of mind with state-of-the-art security including internal and external CCTV monitoring, police monitored intruder and fire alarm systems.

### Self-Storage can be a practical option for many situations, not just when you're relocating:

- **Moving to a new house** whilst you are looking for a new home or to de-clutter for a quicker sale.
- **Letting a property** to create space for a new tenant.
- **Free up space** put your garage, shed or loft to better use; clear the contents into storage.
- **For students** ideal for foreign students who need to store possessions while they enjoy holidays at home.
- **Moving abroad** for some or all your household effects. We can arrange international removals from storage if you require. Removal porters to carefully unload and place items securely in your self-storage room.

### Choosing ISS Relocations to meet your storage needs gives you:

- Storage space tailored to your individual requirements (if you are not sure how much storage space you will need, call and talk to one of our advisors).
- Charges based on the space you use and the time you use it for.
- Safe storage – our storage units are fully secured and protected.
- Secure storage – only you or your authorized representative can ever have access to your storage area.

### Arranging your storage couldn't be easier.

You can move into your storage unit on payment of a deposit (equivalent to 8 weeks rental), providing proof of identification and by signing our straightforward one-page agreement. You can move out any time and you only pay for the days you have used (subject to a minimum storage charge period of just two weeks). Payment is accepted by Direct Debit/ Standing Order, Cash or Credit/Debit cards.

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Name of the Transferee \_\_\_\_\_  
 E-Mail \_\_\_\_\_  
 Name of the Consultant \_\_\_\_\_  
 PMS No. \_\_\_\_\_

**Allowance**

Road \_\_\_\_\_  
 Air \_\_\_\_\_  
 Sea \_\_\_\_\_

**Discussion at Pre Move Survey**

- |                        |                                   |                                      |  |
|------------------------|-----------------------------------|--------------------------------------|--|
| 1. Quote to be sent to | Email <input type="checkbox"/>    | Fax <input type="checkbox"/>         | <input type="checkbox"/>                 |
| 2. Attention to        | Shipper <input type="checkbox"/>  | Other <input type="checkbox"/>       | <input type="checkbox"/>                 |
| 3. Invoice to          | Shipper <input type="checkbox"/>  | Agent <input type="checkbox"/>       | Company <input type="checkbox"/>         |
| 4. Mode of Shipment    | Air <input type="checkbox"/>      | Sea <input type="checkbox"/>         | Road <input type="checkbox"/>            |
| 5. Insurance           | Shipper <input type="checkbox"/>  | ISS <input type="checkbox"/>         | Agent <input type="checkbox"/>           |
| 6. Insurance           | Standard <input type="checkbox"/> | Premium <input type="checkbox"/>     | Self <input type="checkbox"/>            |
| 7. Storage             | Origin <input type="checkbox"/>   | Destination <input type="checkbox"/> | Air Conditioned <input type="checkbox"/> |
8. Packing date \_\_\_\_\_  
 9. Number of days for packing \_\_\_\_\_  
 10. Wooden Crating \_\_\_\_\_  
 11. Transit Time \_\_\_\_\_  
 12. Delivery date/week \_\_\_\_\_  
 13. Destination address / location \_\_\_\_\_  
 14. Origin Access \_\_\_\_\_  
 15. Destination Access \_\_\_\_\_  
 16. Maid / Helper \_\_\_\_\_
- |                      |                                 |  |  |
|----------------------|---------------------------------|--|--|
| 17. Loading at       | Site <input type="checkbox"/>   | ISS Warehouse <input type="checkbox"/> | Own Warehouse <input type="checkbox"/> |
| 18. Service          | DTD <input type="checkbox"/>    | DTP <input type="checkbox"/>           | PTD <input type="checkbox"/>           |
| 19. Handyman service | Origin <input type="checkbox"/> | Destination <input type="checkbox"/>   | <input type="checkbox"/>               |
| 20. Automobile       | Car <input type="checkbox"/>    | Bike <input type="checkbox"/>          | Boat <input type="checkbox"/>          |
21. Special Instruction \_\_\_\_\_

- I understand I need to visit the Embassy   
 I understand I need to de-register the car   
 I understand I need to submit
- |   |  |
|---|--|
| Custom Form <input type="checkbox"/>    | Passport Copy <input type="checkbox"/> |
| Insurance Form <input type="checkbox"/> | Visa Copy <input type="checkbox"/>     |
| Feedback Form <input type="checkbox"/>  |  |

I hereby understand all of the above as discussed and will contact **iss relocations** for any clarification

**Transferee**

Name : \_\_\_\_\_

Date : \_\_\_\_\_

Signature : \_\_\_\_\_

### ► Have you notified the following of the change in address ?

- Post Office ( for mail redirection)
- Financial Institutions (and transferred OR closed accounts)
- Electoral Registrar
- Taxation Department
- Leasing Company
- Insurance Company (and transferred or terminated household insurance)
- Life Insurance Company
- Car Insurance Company
- Health Insurance Company
- School Principal (and obtained a letter regarding the status of your children in school)
- Shops where you have charge accounts
- Relatives, friends and regular correspondents
- Clubs (and transferred or terminated memberships)
- Doctor and Dentist (and obtained copies of your medical records)
- Your Lawyer
- Your Place of Worship

### ► Have you discontinued these services ?

- Gas
- Water
- Electricity
- Telephone / Cable Television
- Newspaper / Publication Delivery
- Internet Subscription
- Alarm Company
- Gardener / Lawn maintenance
- Pool Services

### ► Have you also ?

- Defrosted your refrigerator / freezer and drained all water hoses. (Leave doors open 2 days prior to packing and release moisture.)
- Disconnected your washing machine and drained water.

- Checked with manufacturer to ensure all major appliances are correctly prepared for moving.
- Emptied / purged all gas cylinders (First check if they may be shipped into your destination.)
- Arranged for Electricity or Gas companies to disconnect any fittings from the supply
- Disposed off items that you don't wish to take with you.
- Returned books, videos etc.
- Removed your own fixtures and fittings from walls.
- Put important items such as passports and tickets in your personal luggage so they are not accidentally packed.
- Arranged for someone to look after your children on packing days (this can be a stressful time for them)
- Washed thoroughly any items that may be of interest to quarantine (i.e. mowers garden tools, golf equipment, bicycles, ladders, outdoor toys, plant pots, barbeque etc.)
- Taken ink cartridges out of the printers
- Taken batteries out of remote controls / toys
- Disconnected all electronic items prior to the packers' arrival

### ► Dangerous Goods

The following are classified as "DANGEROUS" goods and cannot be stored or transported :

- Ammunition
- New or partially used cans of paint
- Linseed oil
- Bleach Products
- Gas cylinders (unless emptied)
- Turpentine
- Kerosene
- Petrol
- Cleaning Fluids
- Aerosols of any kind
- Vegetable oils
- Chemical sets
- Charcoal
- Matches
- Lighters
- Batteries

### ► A few don'ts

- Don't forget to detail any high value items (e.g. antiques, paintings) in your transit protection declaration a separate valued list is requested.
- Don't put breakables in drawers.
- Don't put liquid in drawers (sauce bottles, perfumes, etc.)
- Don't overload furniture with too many items (i.e. in drawers)
- Don't store perishable foods such as cereals, flour, etc.
- Don't polish your furniture prior to your move. Polishing surfaces can cause the furniture to condensate when wrapped.
- Don't store or transport jewelry, money, legal documents, taxation papers, insurance policies or high value / irreplaceable articles (keep these items with you.)
- Don't forget to check your home for any belongings the packing crew may have missed - before they leave.

### ► The night before

- If possible, turn off air conditioners and use them only when necessary during the packing. Furniture kept in constantly cooled climate may condensate when suddenly exposed to hot air. Allowing your furniture to adapt to warm air can be helpful in eliminating moisture problems during transit
- Pack your suitcases and move them (together with your valuables, passports and tickets) to a safe place - such as a trusted neighbor's home. This will prevent them from being accidentally packed with your goods.
- Put your personal telephone and address book with your carry-on luggage for the flight. You may want to get in touch with people later.
- Dispose of all remaining flammables, dangerous or hazardous materials. Throw or give away bottles of nail polish and liquids in glass bottles.
- Place keys to house and cars in a safe location.

*Get a good night's rest !!!*

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